# SCHOOL HEALTH SERVICES PROGRAM PROGRAM MANUAL

# APPENDIX 9 RMTS DISTRICT COORDINATOR'S GUIDE

# A.9 RMTS District Coordinator's Guide



Colorado Medicaid School Based Claiming

# RMTS District Coordinator's Guide July 2010



RMTS District Coordinator's Guide

Rev 5-25-10



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# Introduction

The Random Moment Time Study (RMTS) allows Districts/BOCES to complete the time study forms by paper, electronically, or a by a combination of both paper and electronic.

The requirements for completing the Random Moment Time Study are the same for paper and on-line RMTS forms.

- · Coordinators are required to complete training.
- Coordinators are to distribute training materials to the participants to guide the participants through the process of responding to their moments.
- Participants must correctly and accurately complete the RMTS form, answering all of the questions.
- Coordinators must monitor employee participation ensuring that all forms are completed and returned to PCG timely.

The RMTS District Coordinator Guide was developed to assist the RMTS Coordinator with navigating through the on-line RMTS system to ensure program compliance with participation in the Random Moment Time Study. The guide provides the RMTS Coordinator with a walk-through of the screens that are available for managing the program at the district level as well as the notifications and the on-line RMTS form that will be completed by the sampled participants.

The RMTS system is secure and more participant driven. With this system, the participant will be responsible for keeping track of his/her user name and password to access the system. The participant must contact PCG for lost user names and passwords as this information will not be available to the RMTS Coordinator. With this responsibility, it is essential that the participant understand how to obtain his/her user name and password and how to access and accurately complete the on-line RMTS form.

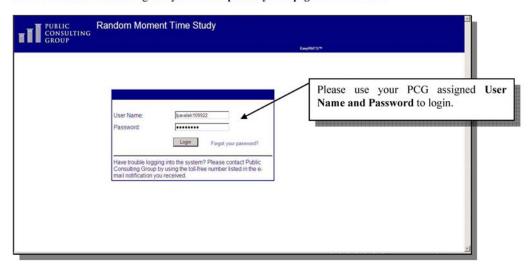
The on-line RMTS system can be accessed at: https://easyrmts.pcgus.com/RMTSv2

Any questions or problems with accessing the RMTS system should be directed to the District's/BOCES PCG Helpline at 1-866-766-9015.

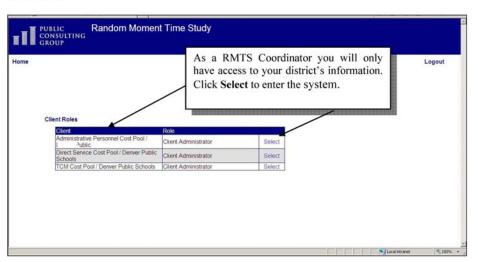


# Accessing the RMTS System

The web address for accessing the system is: https://easyrmts.pcgus.com/RMTSv2



#### Client Roles

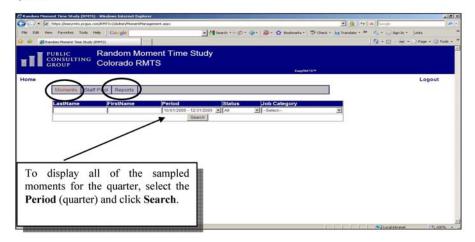


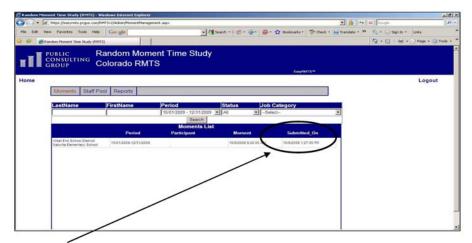


# Moments

As the District/BOCES RMTS Coordinator, you will have access to Moments and Reports within the system.

The Moments List screen will display all sampled moments (paper and on-line) for your district for the quarter.



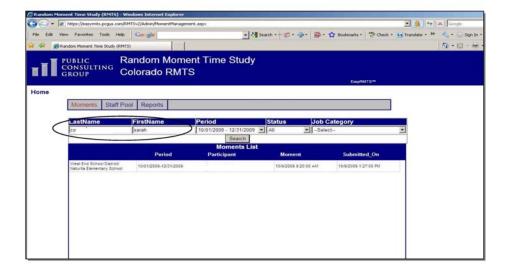


The **Submitted\_On** column will display the date the on-line RMTS form was submitted / completed by the participant. Please keep in mind that the column will remain blank for paper RMTS forms until the form has been received by PCG and coded.



Moments can be displayed by the following views:

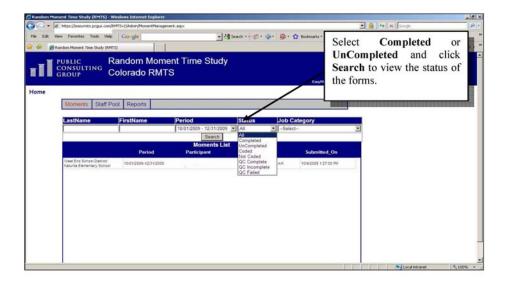
View by Participant - To view the sampled moments by participant, enter the participant's Last Name and First Name, and click Search. This will return the sampled moments by participant for the quarter.





View by Status - The sampled moments can be viewed by the status of the form. You will use the Status to monitor your staff's participation in the program.

- Completed This view displays all forms that have been submitted / completed.
- UnCompleted This view displays all forms that have not been completed. As a
  Coordinator you will use this to monitor your staff's participation to ensure that the
  sampled moments are completed timely.

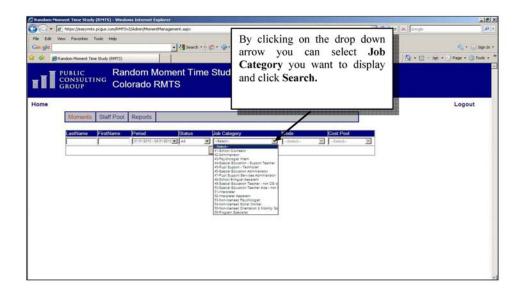




**View by Job Category** – The sampled moments can be viewed by Job Category. You can use this view to display the sampled moments by a specific job category.

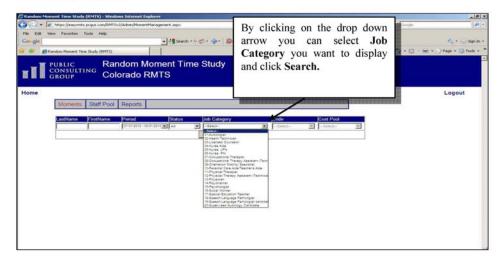
The Job Category List will only contain those job categories associated with the Cost Pool you have selected when logging into the RMTS system from the Home screen.

Administrative Personnel Cost Pool

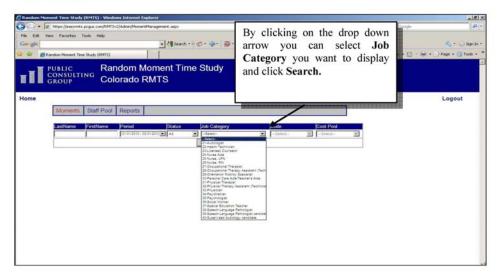




Direct Service Cost Pool



#### TCM Cost Pool

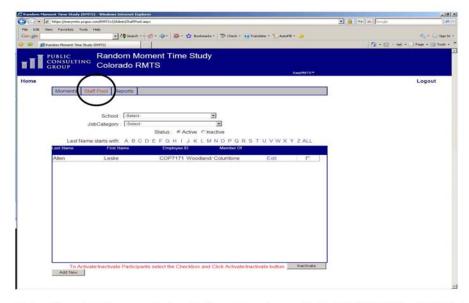




# **Staff Pool**

The Staff Pool displays the participants from your personnel roster.

Click on the first letter of the participant's last name. This will display all participants with the same first letter of their last name. By clicking ALL you will display all of the participants for the quarter.

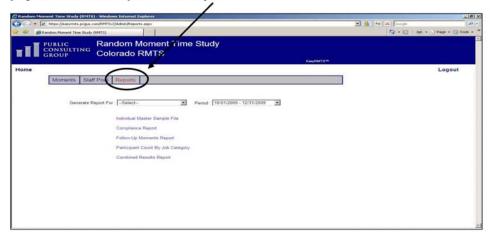


Note: To update/change participant information, please refer to RMTS Staff Pool List Training document.

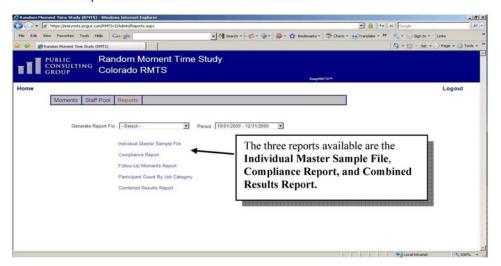


# Reports

The RMTS system generates reports to assist the RMTS Coordinator in managing the DS/TCM/MAC program. To view these reports click on **Reports**.



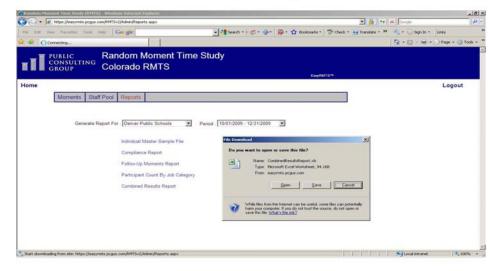
There are three reports that are available to the RMTS Coordinator.

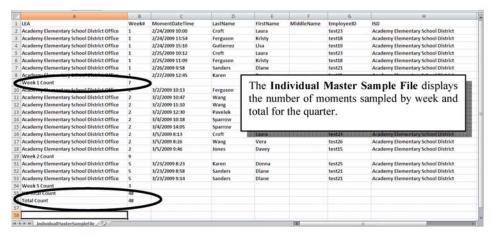




#### Individual Master Sample File

This report displays all of the sampled moments for the district by calendar week within the quarter. To view this report click on **Individual Master Sample File** to open the Excel file.



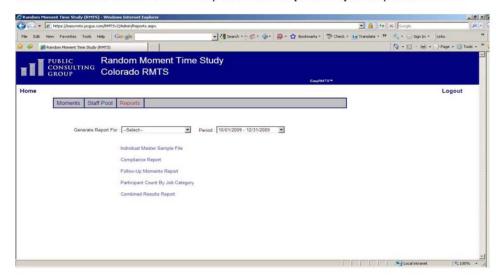


Note: Any changes made to the Excel report are not saved in the RMTS system.

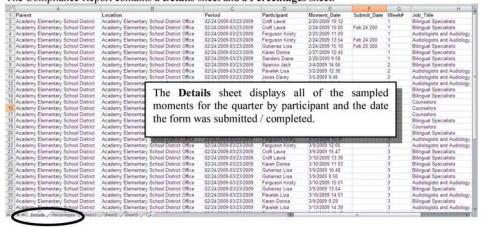


#### **Compliance Report**

This report displays all sampled moments for the quarter and which ones have been completed. This report should be used by RMTS Coordinators to monitor the participant's compliance with completing the electronic RMTS forms. To view this report click on **Compliance Report** to open the Excel file.



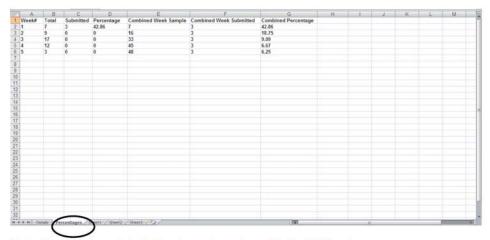
The Compliance Report contains a Details sheet and a Percentages sheet.



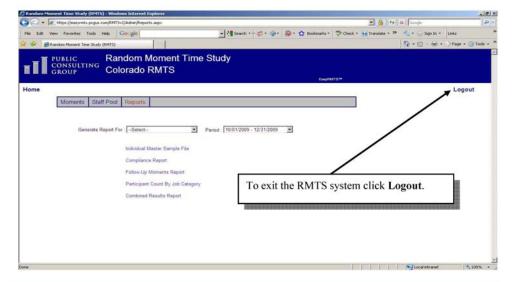


#### Compliance Report - Percentages Sheet

The Percentages sheet displays the percentage of forms completed by week based on the district's total number of sampled moments in the quarter.



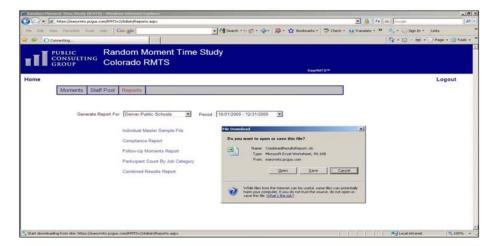
Note: Any changes made to the Excel report are not saved in the RMTS system.

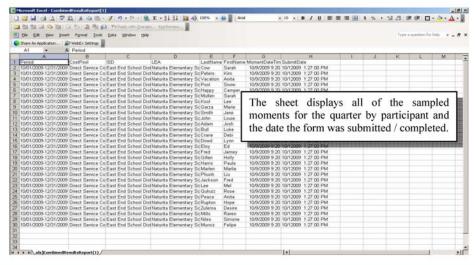




#### **Combined Results Report**

This report displays all sampled moments for the quarter and which ones have been completed. This report should be used by RMTS Coordinators to monitor the participant's compliance with completing the electronic RMTS forms. To view this report click on **Combined Results Report** to open the Excel file.







# Paper RMTS Forms

At this time, District/BOCES still have the option of having their participants complete either paper or electronic RMTS forms.

For those participants that have been identified as receiving paper RMTS forms, PCG will send the paper forms to the District/BOCES weekly. RMTS Coordinators should continue to distribute the paper forms to the participant just prior to their sampled moment in time, but no more than 5 days prior.

There may be times when a participant cannot complete their RMTS form on-line or a paper form needs to be reprinted. To obtain a paper form, the RMTS Coordinator will need to contact PCG Helpline at 1-866-766-9015.

Paper forms must be returned to PCG on a regular basis. It is very important that the forms are not held until the end of the quarter. PCG reviews and codes all RMTS forms that are received.



# **Participant Screens**

#### **E-mail Notifications**



The selected participant will receive the following e-mail notifications regarding his/her RMTS form:

- CO Random Moment Time Study Notification Pre-Participation Notice
- · CO Random Moment Time Study Notification Moment in Time is in 1 Hour
- CO Random Moment Time Study Notification 24 Hour Late Notice
- CO Random Moment Time Study Notification 3 Day Late Notice

The e-mails will come from cormts@pcgus.com. The sampled participant will receive the first e-mail notification Five (5) days prior to his/her selected moment in time.

PCG will provide the participant with his/her User Name and Password to access the on-line RMTS form. The user name and password will be included in the first two (2) e-mail notifications.

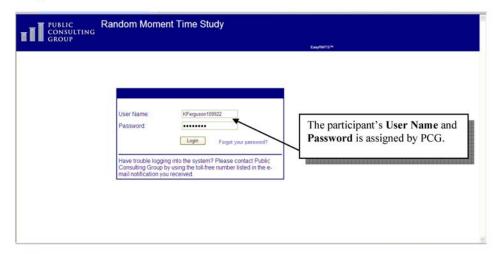
The participant will receive two follow-up e-mails if the RMTS form is not completed on the day of the sampled moment in time. The district's RMTS Coordinator will be copied on the follow-up e-mails that are sent to the participant. However, the participant's user name and password will not be included in the late notification e-mails.

If the participant has deleted or lost his/her user name and password, the participant must contact the PCG RMTS helpline at 1-866-766-9015 to obtain user name and password information.

Please keep in mind, that the participant has 5 days to complete their on-line RMTS form.



# Login Screen



To log in, the participant will enter his/her User Name and Password and click the Login button.

The participant User Name and Password are assigned by PCG. The user name and password will be included in the Pre-Participation Notice e-mail and the Moment in Time is in 1 Hour e-mail.

The participant's user name will remain the same each quarter. The participant will receive a new password from PCG each quarter.

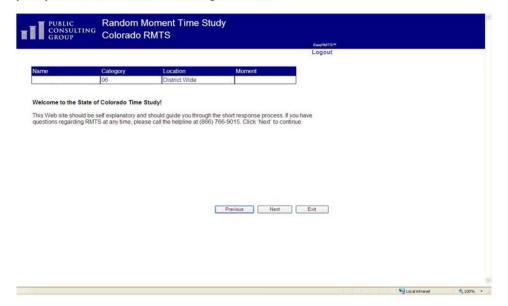
If the participant has deleted or lost his/her user name and password, the participant must contact the PCG RMTS helpline at 1-866-766-9015 to obtain user name and password information.

User names and passwords will not be provided to the RMTS Coordinators.



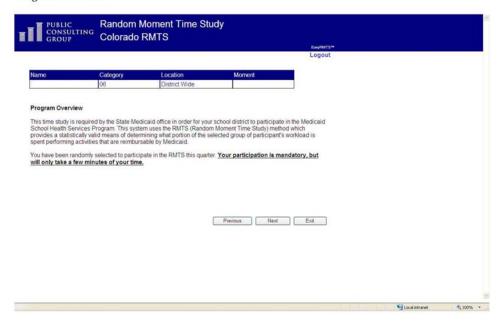
# **Program Overview Screen**

The following screens provide the participant with an overview of the RMTS programs as well as training material on how to complete the on-line RMTS form. After reading the on-line training material, the participant will click **Next** to advance through the screens.

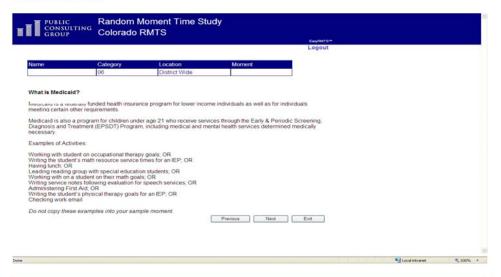




#### **Program Overview**



#### What is Medicaid?

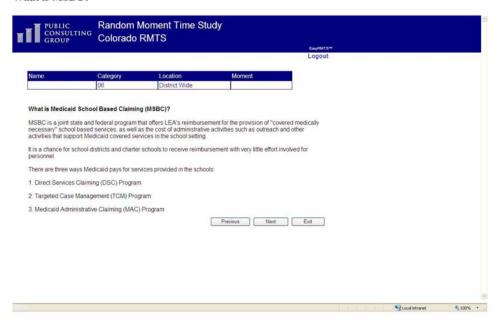


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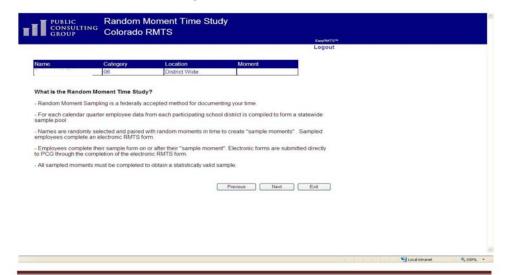
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# What is MSBC?

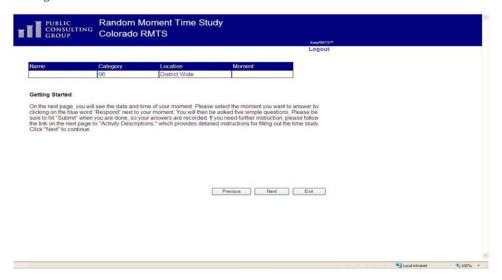


# What is Random Moment Time Study?

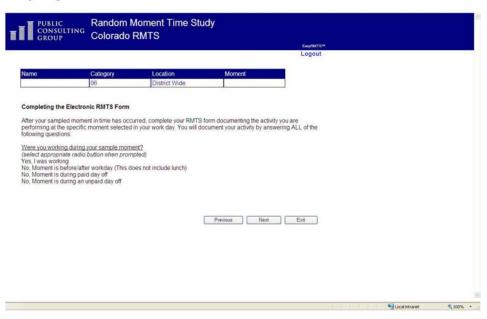




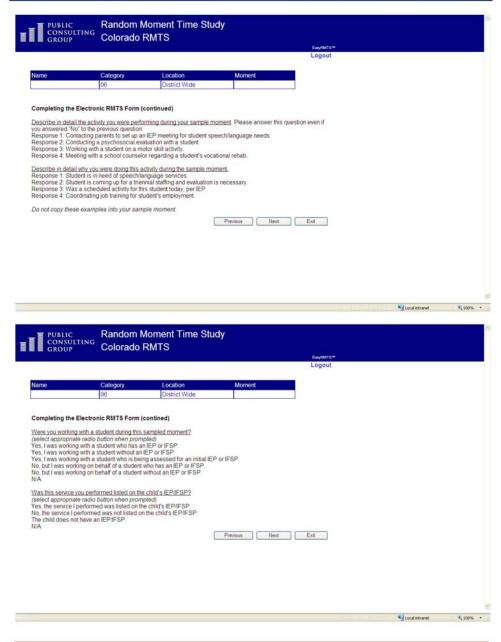
# **Getting Started**



# Completing the Electronic RMTS Form

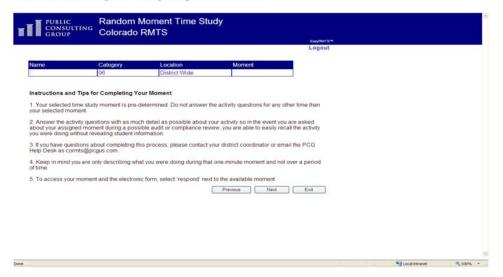








# **Instructions and Tips for Completing Your Moment**

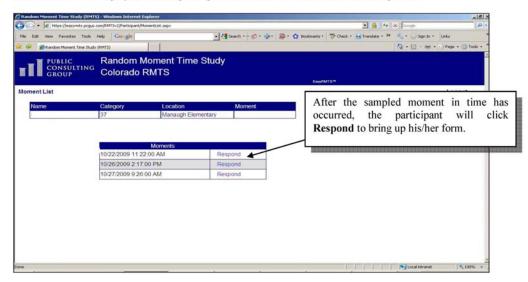


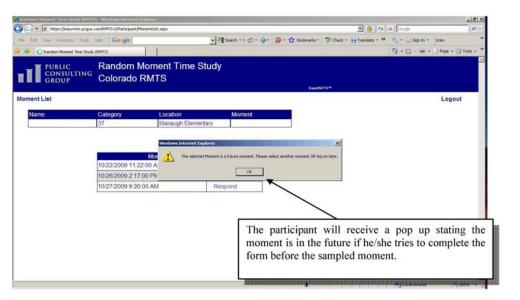
After the participant has completed the Program Overview including reading the training material and instruction, the participant will click **Next** to access the Moments List.



# **Moment List**

The Moment List displays all of the participant's selected moments in time for the quarter.



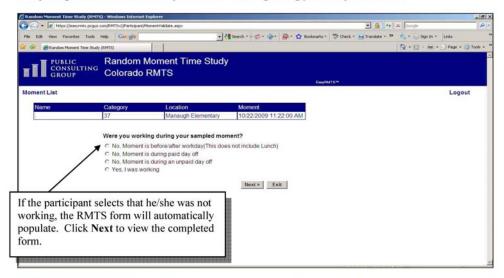


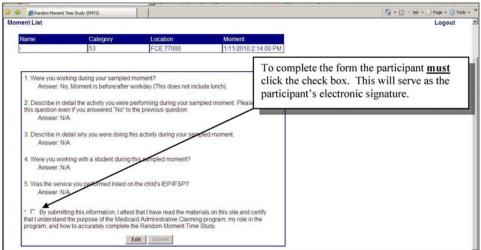


# **Moments List**

#### Moment During Non-Working Day

Completing the RMTS form when you are not working during your sampled moment







When the participant selects that he/she was not working during their sampled moment in time, the form will automatically populate with the reason that participant selected for not working.

To make changes, the participant will click the Edit button and return to the previous screen.

To complete the RMTS form the participant must check the Submit box at the bottom of the form.

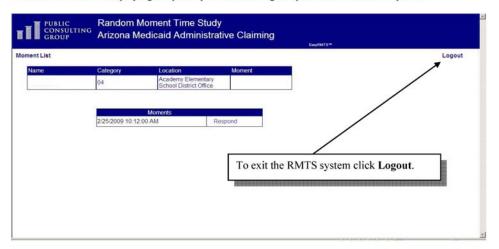


After the participant has successfully submitted the form, he/she can print a copy of the completed form by clicking on the **Print** button.

The participant will receive confirmation that the form was submitted successfully.



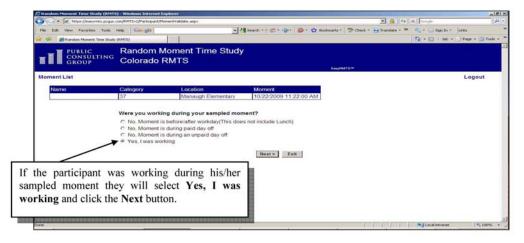
To exit the form, the participant will click on the **Return to Moment List** button which will return to the **Moment List** screen displaying the participant's remaining sampled moments for the quarter.





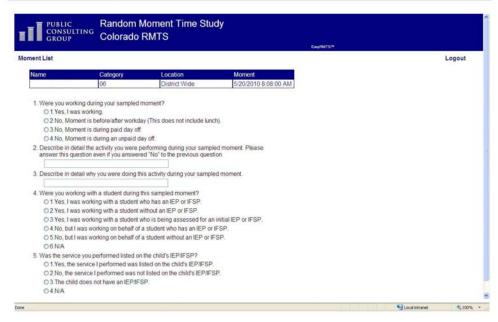
# **Moment During Working Day**

Completing your RMTS form when you are working during your sampled moment



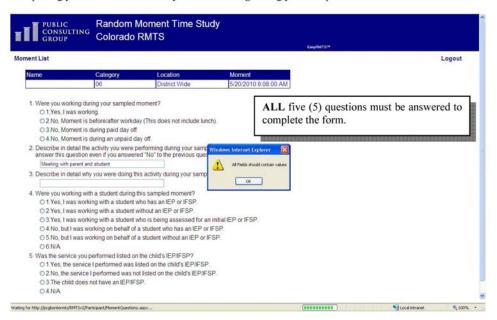
The participant must answer all of the questions, documenting the activity that was being performed at his/her sampled moment in time.



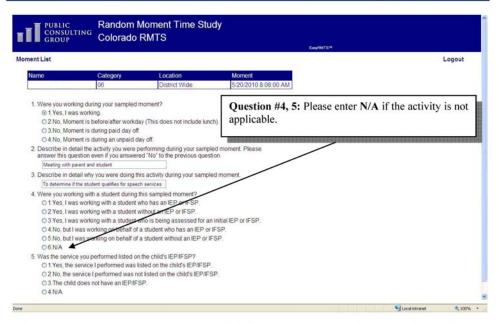




Completing your RMTS form when you are working during your sampled moment







After completing the form, the participant will click the Next button to view the completed RMTS form.



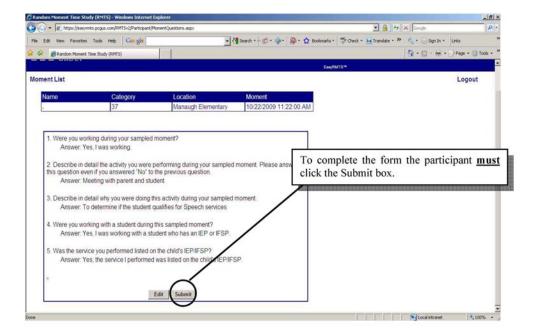
Completing your RMTS form when you are working during your sampled moment

The participant should review the completed form to ensure that they have accurately documented the activity that they were performing during the sampled moment in time.

To make changes, the participant will click the Edit button to return to the questions.

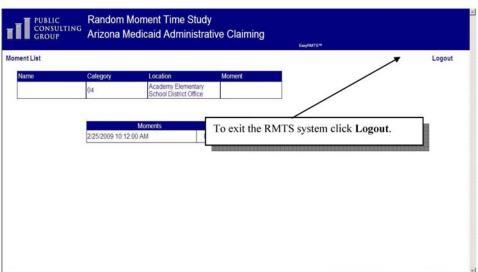
To complete the RMTS form the participant <u>must</u> complete the Submit box at the bottom of the form. By checking this box the participant is stating that he/she has read the materials on the site, understands the purpose of the Medicaid Administrative Claiming program, his/her role in the program, and how to complete the RMTS form.

After the participant has clicked on the check box, he/she can now click the **Submit** button to complete the form.











# Appendix

# Sample Paper RMTS Form

# State of Colorado Random Moment Time Study Questionnaire

Name: Anita Vacat	ion PUBLIC				
School: Basha High					
School District: Ha	appy School District GROUP				
Date/Time of Sa ID Number: CC	mpled Moment: 10/6/2009 11:12:00 AM P6350 Job Code: 48 Study: MAC				
	spaces below to describe the activity in which you were involved at the exact moment of your				
	nt sample time.				
	ing during your sampled moment?				
	<ul> <li>Yes, I was working</li> <li>No, Moment is before/after workday (This does not include lunch)</li> </ul>				
	No, Moment is derore after workday (This does not include functi)				
	No, Moment is during paid day off				
	til the activity you were performing during your sampled moment. Please answer this question even if you answered "No"				
	iil why you were doing this activity during your sampled moment.  ing with a student during this sampled moment?  Yes, I was working with a student who has an IEP or IFSP.				
	Yes, I was working with a student without an IEP or IFSP.				
_	Yes, I was working with a student who is being assessed for an initial IEP or IFSP.				
	No, but I was working on behalf of a student who has an IEP or IFSP.				
	No, but I was working on behalf of a student without an IEP or IFSP.				
	N/A				
5. Was the service	you performed listed on the child's IEP/IFSP?				
	Yes, the service I performed was listed on the child's IEP/IFSP.				
	No, the service I performed was not listed on the child's IEP/IFSP.				
	The child does not have an IEP/IFSP.				
	N/A				
ease sion and fay wit	hin 5 days of your sampled moment to (866) 766-9019.				
Ĭ	Title Date:				
	ng Area Code E-mail Address				
Market and Color of the Color o	500 (ACC) (CO) (CO) (CO) (CO) (CO) (CO) (CO) (				
	FOR PCG USE ONLY O O O O O O O O O O O O O O O O O O O				
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# **Frequently Asked Questions**

#### What if a participant does not have a work e-mail address?

If a participant does not have an e-mail address indentified on the Participant Roster submitted to PCG, PCG will mail a paper RMTS form at the beginning of the week to the District/BOCES RMTS Coordinator. The RMTS Coordinator will then be responsible for ensuring that the participant completes the RMTS form at the appropriate time, validating the form, and sending the paper form back to PCG timely.

#### What if a selected participant quits prior to the sampled moment in time?

If the position is still vacant, complete the paper form stating that "the participant is no longer employed and the position is still vacant" and return the form to PCG.

If there is a replacement in that position and the participant has been trained on RMTS, contact PCG for a paper form. Have the new participant complete the form and send the completed form to PCG. Please retain a copy of the paper form for your audit files. If a paper form is needed, please contact PCG.

# How do I print out a paper RMTS form?

If a paper RMTS form is needed, the RMTS Coordinator must contact PCG Helpline 1-866-766-9015 who will then forward a paper form.

# How do we know if someone has completed their RMTS form?

By reviewing the **Moments List** and the **Compliance Report**, the RMTS Coordinator can see who has not completed their on-line RMTS form. The RMTS Coordinator will also be copied on the **24 Hour Late Notice** and the **3 Day Late Notice** e-mail notifications sent to the participants when they have not completed their on-line RMTS form.

#### How will the participants know when they have received their e-mail notifications?

The e-mail notifications will come from **cormts@pcgus.com**. Participants should not respond to the RMTS e-mail notifications and should direct all questions to their district RMTS Coordinator.

# What if the participant deletes their e-mail notifications with the link, their user name and password?

The participant can obtain their user name and password by contacting the PCG RMTS helpline at 1-866-766-9015. The user name and password will not be provided to the district's RMTS Coordinator.

The participant has five (5) days from the sampled moment in time to complete the on-line RMTS form. The RMTS form can be accessed at: https://easyrmts.pcgus.com/RMTSv2.